

## **PLANNING COMMUNICATIONS & CUSTOMER RELATIONS MANAGER**

### **DISTINGUISHING FEATURES**

The fundamental reason the Planning Communications & Customer Relations Manager exists is to develop, direct and manage the customer relations program within the Planning and Development Services Department. This position is part of the departmental management team. Work is performed under general supervision by the General Manager Planning and Development Services. The Planning Communications & Customer Relations Manager is distinguished from the Planning Customer Relations Associate by the former's responsibility for managing a team of customer relations and administrative staff.

### **ESSENTIAL FUNCTIONS**

Creates partnerships of all kinds with Planning and Development Services customers; includes City staff and residents, and finds meaningful ways to communicate effectively with them.

Meets with clients/customers, residents, neighborhood associations, interest groups, non-profit organizations, elected officials, business or industry representatives and others on policy and program issues to formulate solutions.

Creates and maintains an intradepartmental and interdepartmental communication and coordination system to ensure effective and efficient responses to client/customer issues.

Develops and manages a quality assurance program to provide that all internal and external customers are provided timely, consistent information and responses on a broad base of planning and development related issues, projects, services and customer concerns.

Communicates a vision for customer satisfaction and fosters a culture which encourages team members to strive for excellence in each customer transaction.

Assists in the preparation of the annual department operating budget and communicates the integration of resources in the department's mission and work plan.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

##### Knowledge of:

Customer service and motivational training and skills  
Communication techniques and tools  
Management practices and procedures.  
Community organizations and their leaders.  
Various negotiation styles and techniques.  
Microsoft Word, Excel, and PowerPoint.

##### Ability to:

Motivate others to consistently deliver superior, high quality services to citizens, customers and community.  
Respond to, engage and cooperate with citizens, elected officials, community groups, advisory boards and commissions, co-workers and other entities working together to preserve, sustain and enhance the quality, character, vitality and integrity of existing and future neighborhoods.

Think and plan strategically, while also paying attention to detail and effective delivery of “day to day” services.

Organize, manage and deploy resources in a manner most compatible with community and organizational needs, policies, expectations and goals.

Communicate effectively in all forms, including writing, speaking and actively listening from the perspective of others. Poised and responsive in all settings, ranging from formal public hearings to neighborhood meetings and one-on-one situations.

Work with citizens, customers, employees and others with diverse cultural, social, economic and philosophical backgrounds, values and ideas.

Operate a variety of standard office equipment, which require continuous and repetitive eye, arm or hand movement.

Work occasional evenings and/or attend meetings as required.

Maintain regular consistent attendance and punctuality.

### **Education & Experience**

Any combination of education and experience equivalent to a Bachelor's degree in public administration, urban planning or a related field and four years of professional experience developing and implementing communication programs. Must obtain and possess a valid Arizona's driver's license with no major citations within the last 39 months.

FLSA Status: Exempt

HR Ordinance Status: Unclassified